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# Join Hands with Qualicom

## Achieve Your Business Success



**Retailarc - Restaurant Management System**

**Retailarc - Retail Management System**

**Retail Solution Service ( Custom Software Development / Enterprise Consulting / System Integration )**



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# About Us

## Profile

Qualicom Canada has been at the forefront of I.T. consulting, software development and systems integration since 1998. Seeing the vast opportunities in Hong Kong and China, Qualicom Canada decided to form an independent company, Qualicom Innovations (Asia) Ltd., in Hong Kong in 2005. The new company experienced fast growth and established its own subsidiary in Guangzhou in 2010.

Qualicom develops and implements total solutions for some of the best-known corporations in Hong Kong, North America and China. We have worked with state-owned and public enterprises in various sectors, including finance, telecommunications, retail, air transport, public utilities, healthcare, food-service, and non-profit organizations. Built on the principles of quality, integrity and sustainability, Qualicom takes pride in producing creative solutions on time and within budget. In addition, we have established partnerships with some of the most prominent software companies to provide value-added I.T. services for local enterprises.

Founded by four partners, Qualicom Canada was up to 20 employees within two years and was cited as "One of Canada's Top 50 Start-Ups" by PROFIT Magazine.

## Client Service Concept

Customer-centric, to help your customers get the most valuable purchase; Creating value, let retailers create more value from sales. Continuous innovation, to help the retail enterprises stay ahead of the competition.

### Certificate

## Microsoft Partner

### Logo



### Certificate



## Octopus Certified Solutions

### Octopus Certificate for POS

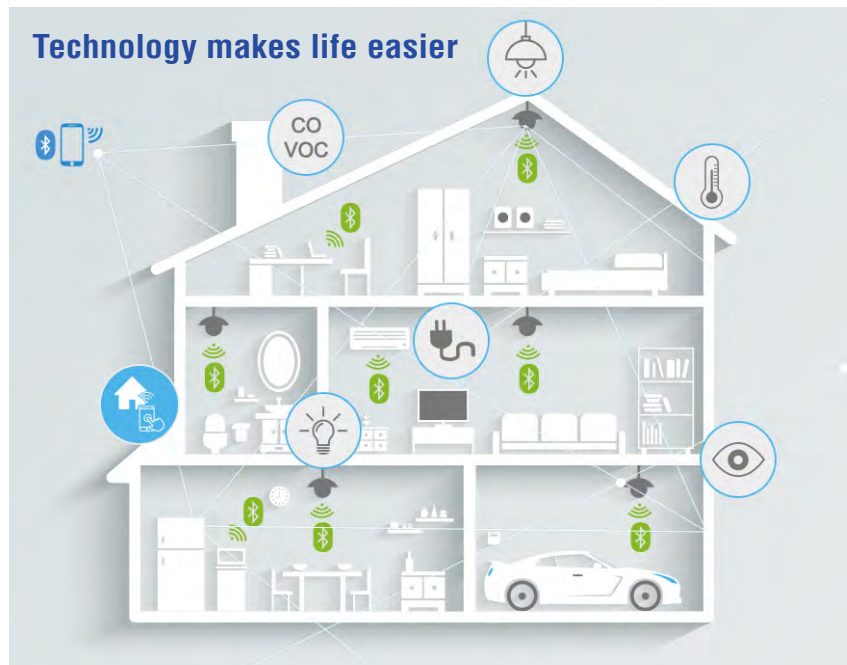


### Octopus Certificate for Kiosk



# IoT Industry Solutions

To better serve customers in different industries, Qualcomm has been researching the IoT technology and providing our clients with the IoT solutions that suit their own business, helping company to move towards an intelligent management and bring customers the ultimate living experience.



# IoT Smart Home Solutions

Provides a one-stop-shop for smart living: smart appliances, smart security, smart HVAC, smart doors and windows, smart audio-visual, smart lighting, smart sleep and other scenarios. Users can configure the corresponding equipment according to their own needs. With only one-click, customers can enjoy the ultimate living experience.

Devices can be upgraded through cutting-edge wireless technology, which maximizes the enjoyment and convenience brought by smart home automation and new technology.



# IoT Factory Solutions

Provides a strong data intelligence platform and multi-factor analysis tools, enabling top quality manufacturing and allowing production engineers to integrate different data sources, analyze and model building and work deployment.

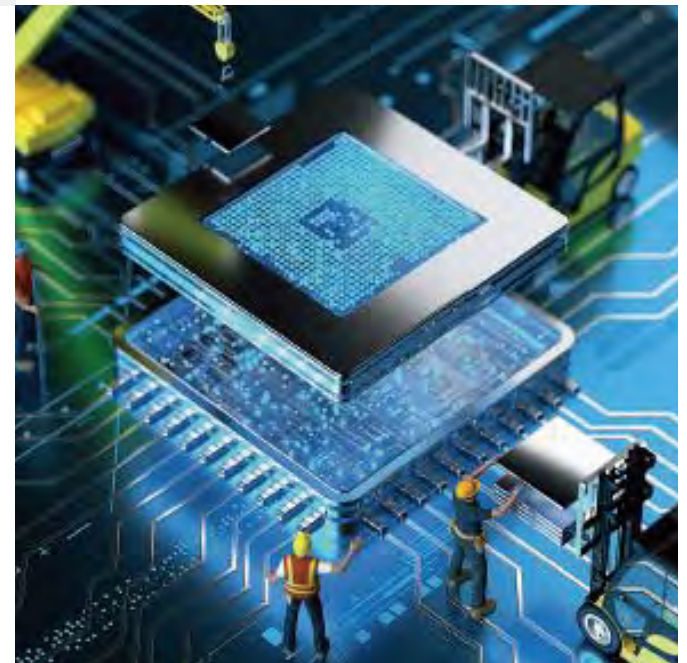


## Quality Analysis Optimization Solution

With the help of platforms and tools, engineers can explore quality data by combining business logic with their own production experience and quickly locate the abnormal factors affecting quality among the massive data, and then re-model and deploy the algorithm online to analyze and diagnose the real-time data. Especially in the food industry, the application of Internet of things technology helps detecting food production problems more quickly, thus ensuring the high quality and safety of food.

## Business Values

- Improves quality anomaly diagnosis and analysis efficiency.
- Improves production quality, yield and customer satisfaction.
- Monitors the power consumption of plant equipment and saves electricity cost.
- Reduces the cost induced by poor quality.



# Retail Solution Service

Qualicom has a long and successful track record of completing custom software applications on time and within budget. Our team is dedicated to transforming leading edge technologies into fast, reliable, and practical solutions.

- Can perform round-the-clock development and testing due to our Toronto office presence.
- User-Centric-Design (UCD) ensures the understanding of business and user requirements before development.
- Willing to work in conjunction with our clients as joint ventures, contributing our expertise on large-scale and complex systems.

## Custom Software Development

### Senior Technical Team

Over 20 years of experience in the IT industry, covering 20+ business sectors and 100+ projects, our proven experience prepared us to be your best software development partner.

### High Delivery Rate

All previous projects were delivered on time and in the highest quality, with a delivery rate of up to 95 percent.

### Multi-Platform Customization

Mini Programs +WeChat Official Account +PC End +WeChat Mall+ H5 mobile end, covers the whole ecosystem.

### 1 on 1 Product Service

Dedicated senior product manager to analyze customer requirements and provide professional consultation for your exclusive custom development plan.

### No Hidden Costs

Prices are listed by function modules, there are no hidden costs.

### After-sales Service

Provide software training services and after-sales technical support and maintenance.



# Enterprise Consulting

Qualicom has plenty of IT consulting experts. And we have been providing consulting services to financial, telecommunications, retail, air transport, public services, healthcare, food and non-profit organizations since 1998.

Qualicom Innovations is a full-spectrum consulting company with expertise across the software development lifecycle. We believe outstanding systems can be built only after a comprehensive understanding of your business model and your users' needs.



## System Integration

Qualicom is in the leading position in system integration.

If you are looking for the most effective and efficient IT system for the company, system integration is your best choice. An effective and efficient IT system enables all your employees, suppliers and customers to easily access and exchange information.



## Efficient Communication

Efficient communication between your clients, your suppliers, and your internal departments through the integrated IT system.



## Technological Innovation

A modern, adaptable system to meet and grow your long-term goals through our ability to choose the right technology for your needs.



## Business Process Optimization

Improved business performance through our consolidation and streamlining of your business processes.



**Microsoft**

Partnership

# Products

## Retailarc Solution

Retailarc is a well-polished IT solution for the retail industry developed by Qualicom technical teams in Canada, Hong Kong and Mainland China. It was designed with the best practices in the retail sector, which aims to help retailers to monitor their stores and get reports in real-time, thus business owners can response more quickly to changing circumstances and thereby boost sales and profits.



### One-stop Process

The front-end system, mobile applications, store server and back-end enterprise server work together seamlessly to provide a holistic real-time vision on your business.



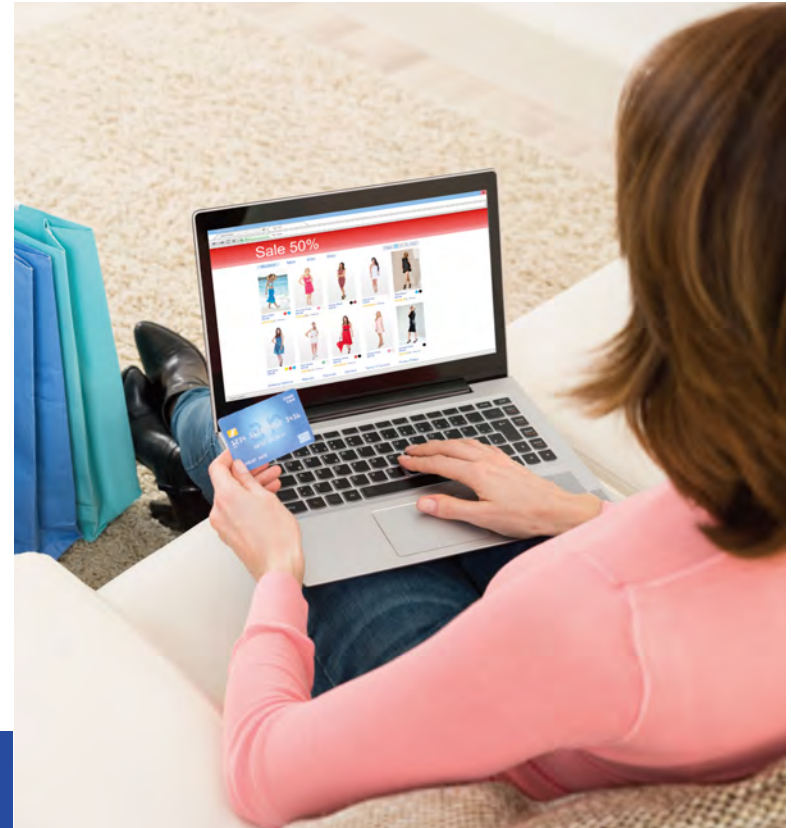
### Front-end Systems

Responsible for in-store operations to perform daily sales transactions and operation under central management.



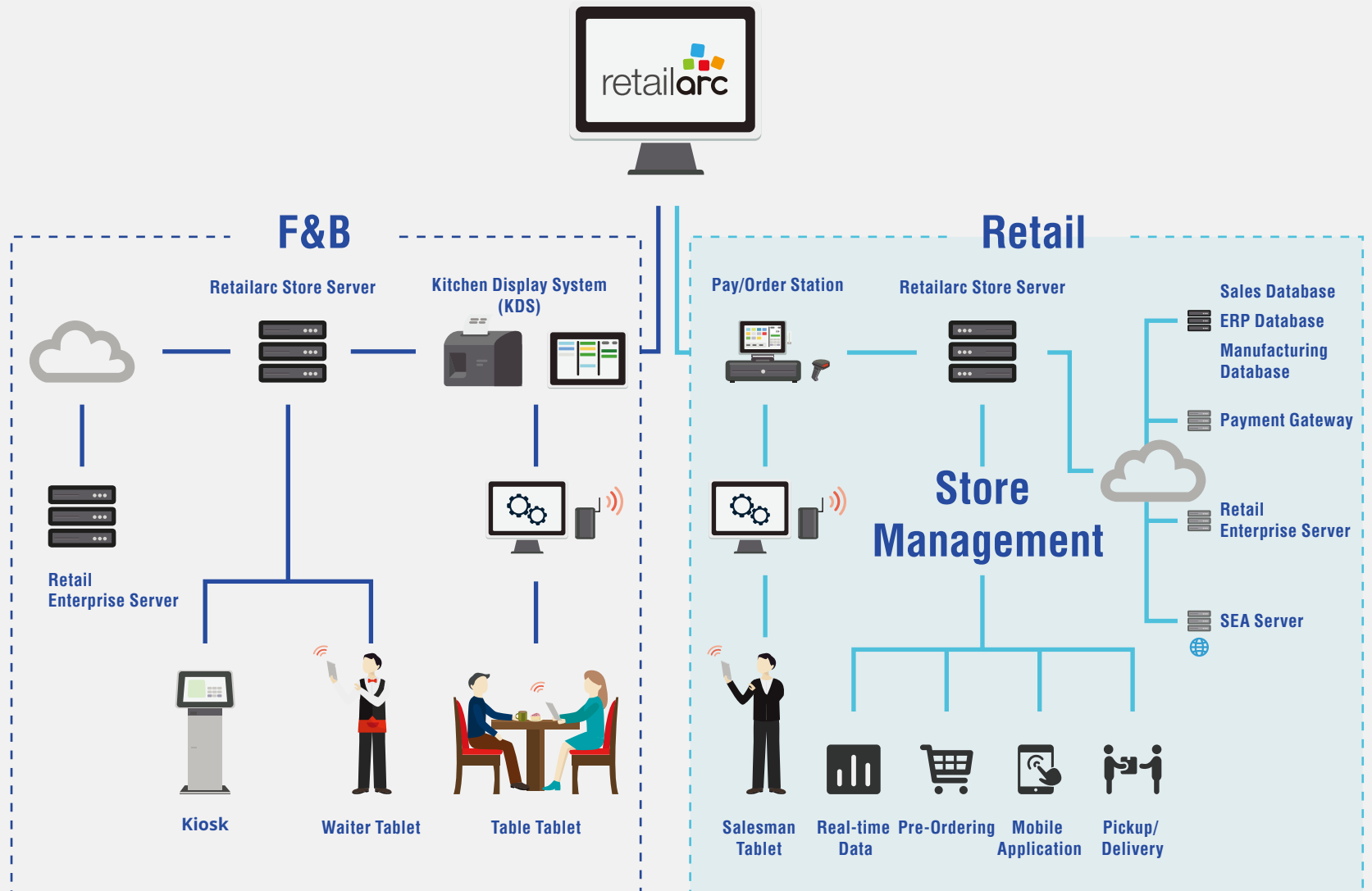
### Backend System

Back-end enterprise server is a central place to govern and setup of product, pricing, discount and promotion and administrative control. Retailarc generates real-time reports to provide insight for management decision making.



With its powerful yet easy-to-use features and affordable price, Retailarc is the best solution for your business with flexible payment options of rental subscription or license purchase.

## Sales Terminal System ( POS )



# Retailarc POS - Restaurant Management System

## Real-time Monitoring and Analysis

Ensure faster response to changing conditions and provide solutions to reduce inventory and increase profits.

## Multiple Payment Methods

Retailarc supports multiple payment methods at your choice, including VISA, Mastercard, American Express, Union Pay, Octopus, Alipay, WeChat Pay, Apple Pay, LMS e-cash (Improves the cash flow by encouraging end customers to deposit cash), etc.

## BOM Function

Our Bill of Material (BOM) feature allows the system to calculate inventory accurately. The used ingredients are deducted from the system automatically; Thus, you can replenish inventory just-in-time.

## O2O Connection

We offer a total online and offline solution. While our POS handles all the offline orders for you; your customers can save their time by ordering online with our Loyalty Management System (LMS).

## Report Analysis

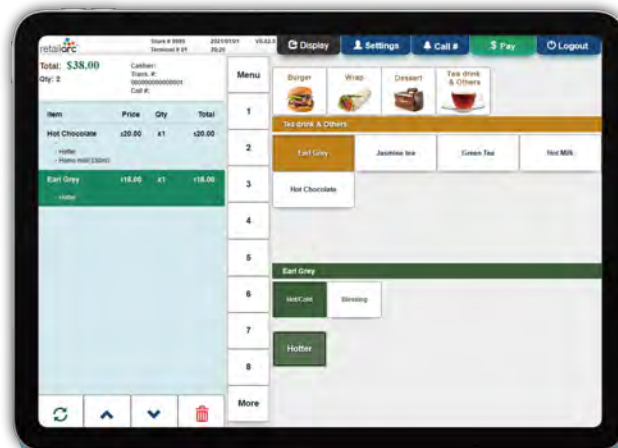
Reports are accessible at anytime and anywhere. The business and operation status can be tracked at a click and a glance!

## Cross Platform Ordering

Apart from POS which is used by waiters and cashiers, your customers may place their own orders using tablet, self-service kiosk, WeChat mini program or our Loyalty Management System (LMS).

## Franchise Store Management

The logistics of materials (including distribution, transfer, delivery and receive) can be managed and operated at the same back-end system. While headquarters can monitor the sales and inventory of each franchise in real-time; franchisees can order and get materials restocked easily at a dedicated web-portal.



## Web Version POS

Our web-based POS provides comprehensive functions that help to eliminate the long queues and makes staff training easier.

# Store (Restaurant) Information Flow Chart



## Retail Management System Diagram



## Advanced Merchandise Management System

Retailarc records each transactions including item sales, refund, payment, discount and stock-in etc., which enables an accurate reflection of the profitability and the cost history down to item level.

## Retailarc POS - Retail Management System

### Forecast and Replenishment Reminder

Retailarc's forecast bases on a combination of different factors such as average sales quantity, arrival period, safety stock, etc., it automatically calculates the expected purchase amount and generates a recommended purchase order.

### Report Analysis

Generates real-time operation reports to monitor stores operations and provides analysis on sales and promotion performance.

### Flexible Promotional Capabilities

Retailarc supports a great variety of promotions, including combo sales, discounts by amount or percentage, membership promotions, etc.

### Franchise Store Management

The headquarter collects the data of franchises in real-time, tracks and grasps the activities of store sales, ordering, distribution of goods and inventory.

### Member Management

Retailarc POS is fully integrated with the Loyalty Management System, which offers your members a platform to order and get discount and rewards.



Chain  
Supermarket



Chain  
Store/Restaurant



Independent  
Shop

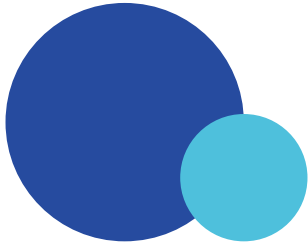


Department  
Store

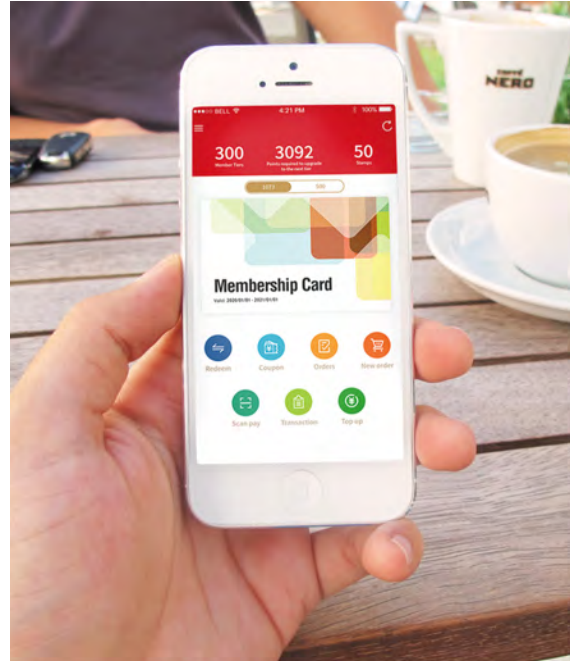


Shopping Center

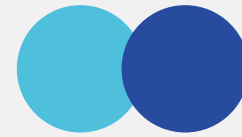
Scope of  
Application



## Retailarc LMS- Loyalty Management System



### Points Reward + Top up



- LMS enables the retailer to create an engaging points-based loyalty program that rewards customers for every purchase.
- Members can earn points, enjoy membership discounts, and redeem e-coupon instantly with the member app, which boosts repeated sales and increase customer loyalty.
- The mobile top-up feature improves cash flow of your business.

### Enhance customer loyalty, improve customer stickiness and profitability.

Loyalty Management System (LMS) is a mobile app solution. It is part of the Retailarc solution, yet it can be used as a standalone system. LMS is a points-based loyalty system and provides various incredible features that help the retailer deepen the customer relationship. Marketers can test various promotion discounts and rewards, especially product-dependent or cross-category combinations, to elevate sales performance and building brand affinity and loyalty.

### Mobile Ordering

- Mobile app to make a reservation, place an order, make the payment and use the coupons.
- Supports different modes: dine-in, delivery and takeout.
- Serves as a stored value card, membership card and coupons in a single app, providing the maximum convenience for your members.

### Precision Marketing

- The back-end discount and promotion configuration provide high flexibility on launching various campaigns, bringing attractive rewards to members.
- LMS reports facilitate targeting/rewarding more high-value customers, maximizing the effectiveness of marketing promotions or campaigns.
- Tracking and analyzing members' buying behaviour and preferences.

# Retailarc Kiosk

## Self Service Order and Checkout



### F&B

Retailarc Kiosk supports dine-in and takeaway, it liberates employees from placing orders and shortens average ordering time, resulting in a better customer experience.



### Retail

Relieve checkout pressure during peak hours, improve the efficiency of merchant operations and enhance customer satisfaction.



Easy to use interface, responsive.



Reduces congestion and waiting times.



Improves employee efficiency and service quality, increases customer satisfaction.



Saves cost of menu changes.



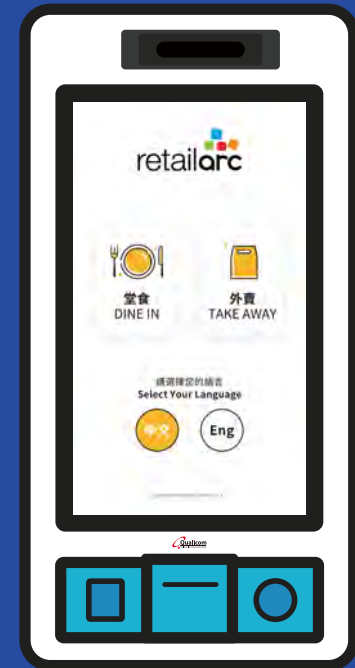
Reduces manpower and improves operational efficiency.



Real-time transmission of orders to the whole system, including kitchen and head-quarter.



The transaction records of the Kiosk are available at the daily statement.



# Retailarc - WeChat Mini Programs



Open an online shop with ease,  
use Wechat Mini Programs.



Features include ordering,  
booking and store self-pick-  
up, food delivery, and  
member promotion.



Simple and clear order flow,  
appealing UI interface.



No installation needed, use at  
any time.

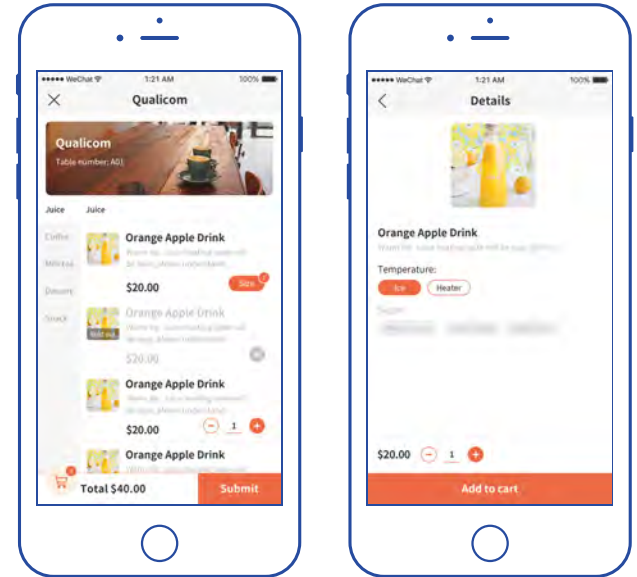


Easier to get customers both  
online and offline.

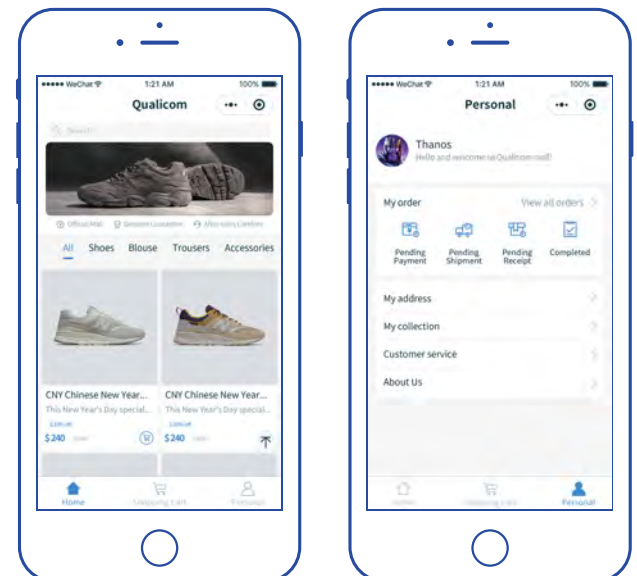


Diversified promotion or  
campaign (points, coupons)  
to lead your customers to the  
store.

## F&B



## Retail



# Case Studies



## Retailarc Case 1 Amway Coffee Shops

**Amway is a well-known direct seller of health products, personal care, cosmetics and household goods in China. It has more than 280 direct stores.**

Amway opened more than 60 RICH & JAY coffee shops in its Amway Experience Stores within 6 months. RICH & JAY in Taiwan and China use Retailarc as their retail solution and Qualicom keeps providing new functions according to its growing business's needs. Over time, RICH & JAY Coffee shop has become an indispensable business for Amway Experience Store, bringing more customers to visit.

### A Total Solution for Amway RICH & JAY Coffee Shop



Retailarc's features are well adapted to the day-to-day operations and management of Amway coffee shops, especially its excellent inventory management function that helps Amway to realize the cost of each drink.



The real-time uploading of inventory, transactions, and other operation data enables headquarter to monitor the stores operation at any time.



The B/S (Browser/Server) structure of the system is highly secured, easy to deploy, it enables rapid store expansion in a short period, achieving good market results.



Amway works closely with our team, we design and implement custom functions for their protein powder business to meet Amway's unique business needs.



## Retailarc Case 2

Maxim Group -  
Genki Sushi

**The extensibility of Retailarc allows new outlets to connect to the central system and to be put into operation immediately.**

### Central Management System (RIS)

To help restaurant managers monitor the operation of each store in real-time and manage the menu, promotion and staff management of all stores.

### Background

In recent years, Genki Sushi has developed rapidly in Mainland China and has opened more than 40 stores in the first and second-tier cities. Now that Genki Sushi has stepped up and continues its expansion in the mainland market, Retailarc played a part in offering innovative system solutions along the way.



#### Retailarc Tablet Ordering

Tablesides tablets help to take order accurately and improve customer experience.



#### Kitchen Display System

It helps the chefs to manage the orders, thus improving the efficiency of kitchen production.



#### Store Manager

Helps store managers keep abreast of the latest store operations.



#### SEA APP

Provides management with instant access to store operations from mobile phones and make corresponding decisions quickly.

# Retail IT Consulting Case 3

A.S. Watson

## Background

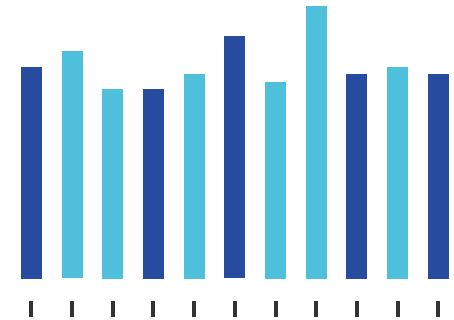
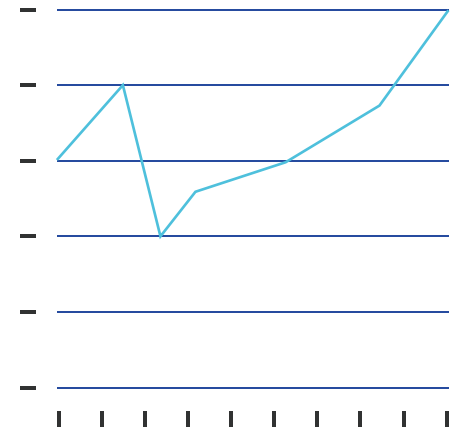
A.S. Watson is one of the largest retailers in personal care and cosmetics in Hong Kong and Mainland China.

## Cooperation

Qualicom team worked as the system partner to participate in various BI projects, including OPS Dashboard, BI Dashboard, BI Compass and scorecard.

## Project Highlights

- Used for internal sales analysis and decision making. Also, the data can be shared with suppliers to help them adjust product supply, building a win-win situation.
- Presentation of regional market with a geo map and various charts to present sales performance intuitively.
- Runs on tablets, highly mobile for management team.
- Notification upon data update, supports customized view.
- Data back up and sharing through emails.



## Retail IT Consulting Case 4

City Super

Qualicom designed and developed a POT (Planning and Ordering Tool) system for City Super to help the company execute purchase plans efficiently.

### Background

City Super is a large retail supermarket based in Hong Kong and China that purchases globally.

Their business planning requires instant data collation from the supply chain, sales system and warehouse to process data analysis and generate forecasts. They need a timely and efficient system solution to avoid human errors and capable of unified management, leading to timely replenishment, accurate procurement, and just-in-time inventory and capital expenditure.



### Highlights

#### Data Forecast

Forecast the quantities and lead time of purchases based on current sales, delivery rates, budgets, inventory, transit times and distribution delays, etc.

#### Data Visualization

With powerful analysis and data visualization functions, user intuitively evaluate sales trends through various charts in multi-dimensional perspectives.

#### One-stop Process

Support procurement decision-marking and execution in a one-stop sourcing system. It is easy to operate, significantly improves procurement efficiency and is more suitable for corporate needs.

#### System Integration

Seamless integration with multiple internal enterprise systems.

***“Our mission is to place  
your company on fast  
track success.”***

—— *CEO, Bill Chan*

## Contact Us

**Qualicom Innovations (Asia) Ltd.**

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Achieve Your Business Success



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